



MEDICAL HOME

A **Medical Home** is an approach to providing total health care. You and your health care are the center of a team that includes a variety of health care professionals and family members (if you wish). Your Medical Home team here at NHP can help you manage your total health care.

What is Medical Home?

Medical Home is a model of care where patients have a direct relationship with a provider who coordinates a cooperative team of healthcare professionals, takes collective responsibility for the care provided to the patient and arranges for appropriate care with other qualified providers as needed.

What can you do to help?

1. Be an active player

- Talk with your team about your health questions. Share successes and challenges.
- Tell your team about other health care professionals who care for you.
- Tell your team how you feel about the care you receive
- Sign up for our secure e-mail system, RelayHealth, to schedule appointments, ask a question or request a medication prescription rewrite from your personal e-mail account.
 - Register by visiting www.relayhealth.com

2. Take care of your health

- Follow the health care plan that you and your team have worked out. Be sure you understand that plan and how to follow it.
- Set goals you can reach. Goals can be revised or added as you get results

3. Talk openly with your team

- If you are having trouble sticking to your plan or feel it is not working, tell them.

Make the best use of your appointment time:

- Make a list of health questions. Put the most important questions to you at the top. Even if you don't get all the answers on your first visit, it will help you keep track of what you need or want to know
- Make a list of any other health care providers you have visited or see regularly and the reason you visit them.
- Take all of your medications in their original containers to your appointment. Include all prescriptions, over-the-counter, natural and herbal medicines and vitamins. If you do not bring the bottles, it is very important to bring a current and complete list with you to every appointment.

Remember, the **Medical Home** can be a way for you to be informed about and involved in your health care decisions. The **Medical Home** can bring you, your family and your health care team together to help make the best choices about your health.

RelayHealth--ONLINE COMMUNICATION

You can now communicate with our office online using the RelayHealth messaging service. Of course, you can still call us, or come in for a face-to-face office visit—this is just an added bonus for you. To learn more about this service, or for instructions on registering, please read on.

Registering for Online Access to our Office

The registration process is quick and easy—it should just take a few minutes. There is no fee to register or use this service.

1. To get started, provide us with your email address and we will send you an email invitation to register. The email will contain a temporary password and instructions
2. Or, register on your own by visiting www.relayhealth.com and click on “Register”
3. To ensure security, we must Accept your application before you can use this service.
Please allow 72 hours following registration for our office to process your request.

If you have any problems registering, contact RelayHealth Customer Support at 1-866-RELAYME (1-866-735-2963), or support@relayhealth.com.

Is the Online Communications Service Difficult to Use?

We think you'll find the messaging service neatly organized and easy to use. The screen shot gives you an idea of what you'll see when you log in to your RelayHealth account. The first time you log in, we recommend taking a few moments to review the Quick Tour presentation that pops up in your browser window.

How is RelayHealth Different from Email?

Unlike email, which relies on multiple servers distributed across the internet, RelayHealth protects the privacy and confidentiality of our communications. All RelayHealth messages are delivered to a Web browser using a 128-bit, secure, socket layer encryption technology. Messages are never stored anywhere but on the secure server, and they cannot be read en route, deleted, copied or altered in any way. The service requires a sign-in name and password, and can only be accessed by registered users (you, me and my authorized staff).

Overview of Services You Can Request Using RelayHealth

Using the RelayHealth service, you can:

- *Schedule appointments*
- *Request prescription renewals*
- *Request lab results*
- *Send brief questions*

This service is appropriate for minor medical matters, such as routine follow up regarding test results, medication adjustments, treatment monitoring and minor symptoms you may be experiencing

Our Responsibilities Regarding Online Communication

- Our office will respond to your RelayHealth messages within 72 business hours
- Our office will never forward any of your information or messages to a third party without your permission

Your Responsibilities Regarding Online Communication

- Don't use RelayHealth for urgent issues. If you have an urgent condition, call our office immediately, or dial 911.
- If the system does not automatically do so, please include the **type of message you sent**. This will improve response time.

